

SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **SUPPORTIVE CASE MANAGER**

Jurisdictional Class: **Competitive**
Date Adopted: **April 9, 2003**
Date Revised: **January 2009**
Jurisdictions: **County**
Union Status: **CSEA**
Pay Grade: **14**

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing a moderate level of case management activities and services to more seriously and persistently mentally ill clients, who require more ongoing support in order to function as independently as possible. It is distinguished from the county caseworker position by the fact that the incumbent works with a smaller caseload of more difficult clients and requires more frequent client contacts. The incumbent works under the direct supervision of a mental health professional and exercises no supervision. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Enrolls clients in need of supportive case management services by completing initial intake and assessment forms with the client applying for mental health services;
Completes and assures that all records for clients are accurate and in keeping with State and local guidelines;
Aids the individual client in achieving objectives and maximizing independence and productivity through support, training and assistance in use of personal and community resources;
Coordinates and participates in the development of an individualized, goal oriented service plan;
Assures assessment of clients on their caseload in order to have their goals, strengths and skill deficits identified;
Provides outreach to clients who are in need but are not currently using mental health services by identifying options that are responsive to their needs and preferences;
Monitors and follows up the implementation of the written service plan by linking clients with necessary providers, assisting in gaining access to needed medical, psychiatric, social, educational, and other services, maintaining contact throughout the course of treatment;
Reduces inpatient treatment by providing whatever services or support is necessary to prevent or resolve crises in their own place of residence;
Assures medication regimen compliance through teaching and interpreting to clients the importance of prescribed medications, monitoring usage and refilling of prescriptions and being aware of and alert to side-effects;
Aids in developing formal and informal community supports and networks of relatives, friends and others;
Assists clients in learning to use fiscal resources through budget planning, monitoring and instruction in spending and assisting with applications and entitlements;
Provides outreach to engage clients and helps clients to achieve their own goals concerning where and how to live;
May participate in Single Point of Access (SPOA) process aimed at giving services to people in most need;
Maintains contact with emergency services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of case management techniques; good knowledge of the problems of the chronically mentally ill; good knowledge of human behavior; good knowledge of the community resources available for the client population and how to effectively access them; working

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knowledge of counseling and crisis intervention techniques; ability to analyze and organize data and prepare records and reports; ability to understand and interpret complex oral instructions and/or written directions; ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree which included 18 credit hours in a human services field*; **AND**
 - (1) One (1) year of experience in providing direct services to persons diagnosed with mental disabilities**; **OR**
 - (2) One (1) year of experience in linking persons diagnosed with mental disabilities** to a broad range of services essential to successfully living in a community setting (e.g. medical), psychiatric, social, educational, legal, housing and financial services); **OR**
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in a human services field*; **AND**
 - (1) Three (3) years of experience in providing direct services to persons diagnosed with mental disabilities**; **OR**
 - (2) Three (3) years of experience in linking persons diagnosed with mental disabilities** to a broad range of services essential to successfully living in a community setting (e.g. medical, psychiatric, social, educational, legal, housing and financial services); **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*For purposes of qualifying for this title a human services field shall include social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, speech and hearing.

**For purposes of qualifying for this title the term mental disabilities refers to persons properly diagnosed as suffering from mental illness, mental retardation, alcoholism or substance abuse.

NOTE: Part-time employment can be pro-rated to count towards fulltime. Example: six (6) months PT equals three (3) months FT and a higher level of education can be pro-rated for experience up to a year.